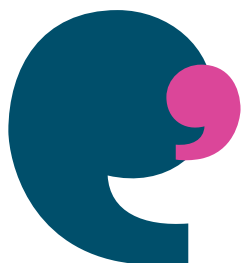




Healthwatch Sutton
Annual Report 2013/14



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Welcome

As Chair of Healthwatch Sutton (HWS), I am starting this introduction to our first Annual Report by saying what an amazing year this has been and that is down to our members, volunteers, board of volunteer directors, a management group and our staff teams.

In July 2012 a self-selecting group of Sutton Local Involvement Network (LINK) Steering Group came together to start work on creating a Healthwatch for the London Borough of Sutton (LBS). Not an easy proposition, but after several months exploring a variety of different options, in detail, it was decided that our Healthwatch would be a Company Limited by Guarantee and we would apply for charitable status.

Any new organisation has to build, to deliver the remit. We enhanced the Board, prepared the policies and procedures and embarked on a programme to introduce Healthwatch to the people who live and work in LBS. This included a successful launch in May 2013 attended by our MP's, health and social care partners and the Chief Executive of Healthwatch England, and our AGM in February 2014.

It has been an immense learning curve for all of us and I would like to thank the staff from the Clinical Commissioning Group (CCG), provider trusts and the Local Authority, who supported us in our participation in their decision making processes.

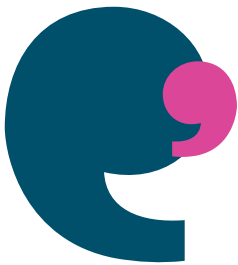
A major challenge for us during 2013-2014 has been the "Better Services, Better Value" work, a major initiative to re-configure the health care services in South West London. In our role representing the views of local people staff and board members attended very many meetings to understand and represent our community. Although that initiative is now concluded, the case for change continues, along with Better Care Funding and service integration.

To add to our profile we received funding from the CCG to develop Patient Participation Groups and the Patient Reference Group.

Our work plan has been agreed for the forthcoming year and our aim is to continue to be a vibrant and independent organisation, the consumer champion for health and social care services.

Doris Richards

Chair, Healthwatch Sutton



About Healthwatch

The Healthwatch Network is made up of Healthwatch England which works at a national level along with 152 local Healthwatch groups working within their communities.

Local Healthwatch groups give people a chance to have their say and help to improve local health and social care services.

Local Healthwatch also;

- Gives people information, advice and support about local health and social care services.
- Actively finds out what people think about health and social care services.
- Has voting rights on the local Health and Wellbeing Board and makes recommendations on how health and social care services should be run.
- Shares information and ideas with other local Healthwatch groups, Healthwatch England and the Care Quality Commission.

Healthwatch Sutton

In response to the changes within the Health and Social Care Act and the requirements of the Department of Health, all local Healthwatch organisations needed to be independent, corporate bodies.

As a result HWS was set up as a Company Limited by Guarantee on the 7th August 2012. We are very proud to say we were the first Healthwatch in the country to achieve charitable status on 11th April 2013.

HWS adopted a consortium approach working in partnership with three local voluntary organisations. Each of the organisations has a successful track record of providing excellent services within the local community.



Sutton Centre for the Voluntary Sector (SCVS) provides the support and administration services.

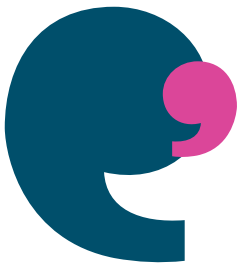


Sutton Centre for Independent Living and Learning (SCILL) provides the Information and Advice service.



Sutton Citizens Advice Bureau (CABx) provides the Independent Complaints Advocacy service.

HWS has contracts with each of the organisations above to deliver the specific services; these organisations are accountable to the HWS Directors and there is a lead Director for each contract.



Promoting Healthwatch

Communication and Marketing

We have a Communications, Engagement and Marketing Group that meets regularly to monitor and develop HWS's action plan.



We have recently embraced social media to connect with people and we now have a Twitter account and Facebook page.



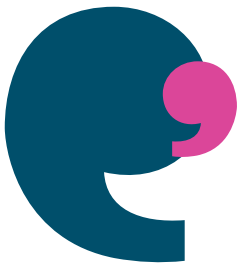
750 followers on Twitter

Follow us @HW_Sutton

We have started to send out e-bulletins to both members and voluntary sector organisations. We also produce a newsletter twice a year.



We also keep members up to date via our website;
www.healthwatchsutton.org.uk



Collecting the views of local people

From our launch in May 2013 we have been on a crusade to raise our profile and engage with people who live or work in the London Borough of Sutton.



Events have played a significant part in our engagement with local communities and groups. The launch event gave all participants the opportunity to give us their views. We asked people to tell us the areas of health and social care that they felt need the most improvement for the people of Sutton.

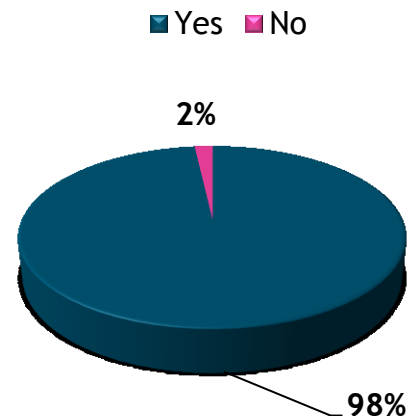
Some of the key areas included;

- Keeping members informed about the Better Services Better Value Review
- Identifying the needs of children and young people

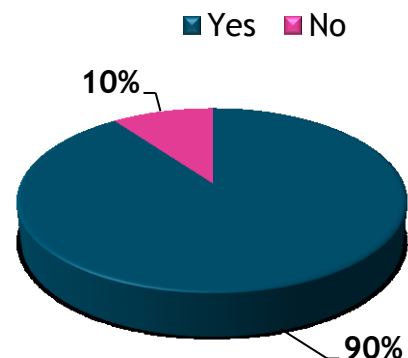
- Using “enter and view” powers to look at Mental Health services.

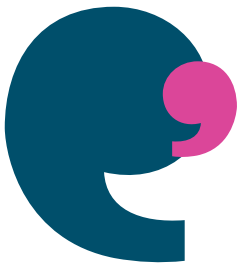
The feedback that we received was used to develop a work plan for the year. We have held open meetings of our Management group for consultation events, to inform and discuss proposals for change.

At the launch event we asked; *Do you feel you know more about Healthwatch after attending this event?*



We also asked; *Do you feel you had a say regarding what services needs improving in Sutton and what priorities Healthwatch Sutton should focus on?*



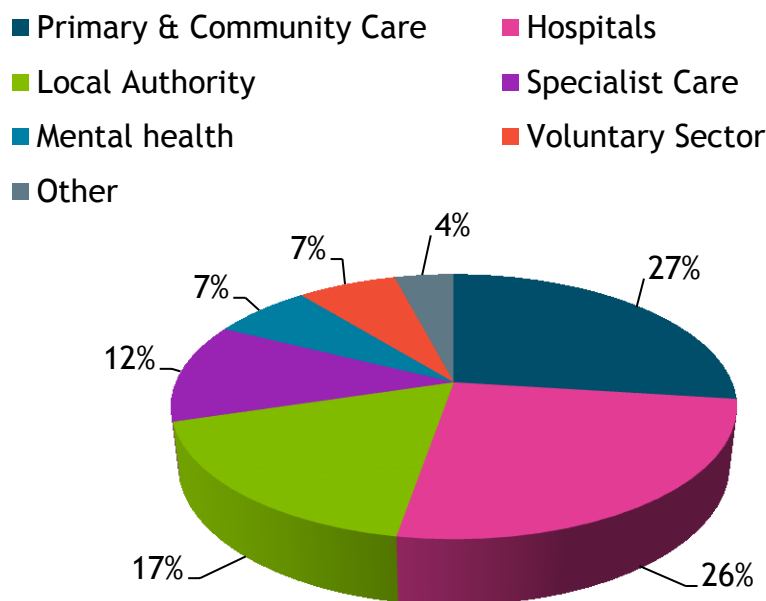


We held our first Annual General Meeting (AGM) in February 2014 and celebrated our successes to date. We also used this opportunity to ask people what they thought the priorities should be for us for next year 2014/15. You can find more information about our future work in the 'Looking Forward' section of this report.

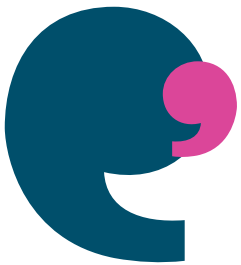
The event was well supported by local MPs, Councillors, voluntary sector staff, senior NHS managers and, of course, our Healthwatch Sutton members. The key note address was given by the Director of Communications and Corporate Affairs at the Epsom and St Helier Hospitals NHS Trust.

In March 2014 we also held a joint event with Epsom and St Helier Hospitals NHS Trust. The Trust was keen to hear the views of our members and other members of the public about a variety of subjects that relate to the services that they provide.

More than 50 people attended to make this event a real success.



The chart above shows the key areas of concern.



Influencing Decision Makers

We are an organisation that has been set up to influence local decision makers and ensure that the voice of local people is heard.

In order to give us the ability to carry out this function, the legislation for all Healthwatch organisations states that Healthwatch should have a place on the strategic and decision making bodies. The Health and Wellbeing Board is the responsibility of the Local Authority and is chaired by the Leader of the Council. In Sutton our importance at this strategic committee was recognised, beyond the basic legislative requirements and we were given two seats on the Board (one of which is Vice Chair) with full voting rights.

We are also an “Additional Representative” on the Sutton Overview and Scrutiny Committee a group that has been instrumental in taking forward the recommendations from our work on the Jubilee Health Centre.

Our Directors and staff are also present at other local strategic meetings.

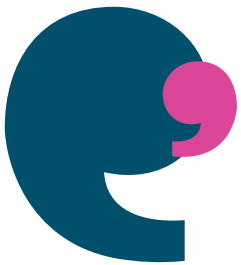
For example:

- Epsom and St Helier Hospitals NHS Trust Board

- Sutton Clinical Commissioning Group (CCG) Board
- Sutton CCG Patient Reference Group
- Carers Delivery Group
- Carers Forum
- Jubilee Health Centre Programme Board
- Special Interest Group for Sutton’s Older People
- Royal Marsden NHS Foundation Trust Patient Experience and Quality Account Group
- South West London Collaborative Commissioning Patient and Public Engagement Steering Group
- Epsom and St Helier Hospitals NHS Trust Local Representative Panel

In addition, to these groups, our Directors and staff regularly take part in local, regional and national stakeholder engagement events and have an input into the development of key strategic issues - from the local Better Care Fund development or the London Ambulance Engagement Strategy to the review of the national care.data publicity activities.

All the activities in our work plan, that look in to specific areas of health and social care, are followed by reports that are used to influence the way services are delivered.



Our work



Jubilee Health Centre

Following a Sutton LINK report on the Jubilee Health centre (JHC), HWS used its statutory powers to 'enter and view' to see how services are being provided on a specific day.

Volunteers spent their time observing and obtaining feedback on patient's experiences of accessing and using the services provided at the JHC.

Over 70 patients and staff provided feedback on 7 services running on the day and the 2 GP practices. Overall the feedback about both building and services was positive. Most people spoken to appreciate the extra services now provided at the Centre and their availability locally.

Typical comments;

"The Jubilee Centre is a good addition to health care in the area"
"easy to find"..."good public transport"

The building is being well used and fulfilling its remit to move services 'out of hospital'

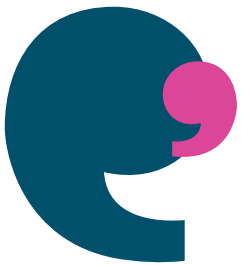
The key issues which emerged included;

- poor signage with consequent confusion at reception
- building temperature
- patient calling system not working
- misuse of the parking/drop off area
- the garden area/walkway between the 2 Jubilee Health Centre buildings incomplete
- little information on local voluntary sector support services
- the system used for calling patients for blood test appointments
- the lack of a telephone number to contact the Centre/service providers

Based on the feedback given and the issues raised a series of recommendations were submitted to the Sutton CCG, providers of services in the building, NHS Property services and the Care Quality Commission.

Where issues were raised regarding GP services recommendations were made for the respective patient groups to obtain further feedback to any issues identified by their patients.

HWS presented its findings to the Sutton Council 'Overview and Scrutiny Committee' who have escalated the Healthwatch concerns.



Hospital Discharge Project

Problems during patients discharge from hospital were highlighted as one of the most important local areas of health concerns and as such we decided to develop a piece of work to look at the experience of patients leaving hospital.

In order to carry out this investigation initial meetings were held with relevant hospital staff and a plan was developed to take this work forward. It was decided that telephone interviews would be the most practical way of being able to find out what happened to patients.

A detailed questionnaire was developed asking a range of questions giving both statistical and anecdotal feedback.

Our authorised volunteers carried out a series of visits to 5 different wards at St Helier Hospital. Patients on these wards were asked if they would be willing to take part in a telephone interview once they had returned home. Fifty eight patients agreed to take part and over 3 weeks, 33 patients completed the interview.

All the responses were entered on to a database and this was used to analyse the results. A report has been produced and submitted to the Hospital Trust and we are taking a collaborative approach to creating actions to improve discharge.

The key findings of the report were:

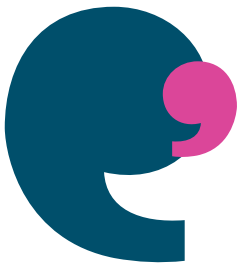
1. Communication

In many cases discussions about discharge happen late in the patients stay. Several issues arose due to poor communication between the hospital and the patient about the services a patient required after discharge. GPs are receiving Discharge Summaries late and containing insufficient information

2. Delays

- a. Delays on the day of discharge due to the late availability of medication, transport and for other reasons.
- b. Delays to the planned day of discharge due to tests, procedures and services.
- c. Discharges late in the day.

33 patients
took part in
the
Interviews



3. **Discharge Process** - Late notification to patients of discharge

4. **Information** - Low number of patients told by staff who to contact if they are worried once they have left hospital. Some patients have not received written information about their medicines. Some friends and family have not received enough information about how to care for a patient, information about support services in the community and/or information about the discharge process.

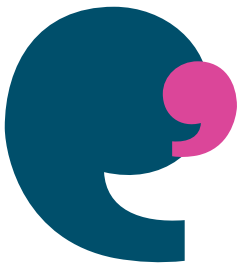
There was also considerable praise for the Trust and staff.

- Nearly two thirds of patients who completed the telephone interview stated that they found their overall experience to be 'good' or 'excellent'
- Approximately 9 out of 10 respondents felt that they were able to discuss their concerns with the medical teams.
- Just over three quarters of patients said they felt that were discharged at the right time.



“The Trust have valued this focus on discharge work. The feedback from this project will enable us to further improve communication and our discharge processes, which will benefit our patients and carers. We would like to express our thanks to Healthwatch and the Volunteers”.

Lucy Roberts (Pathway Design Lead) and Shirley Edghill (Head of Patient Experience), St Helier Hospital

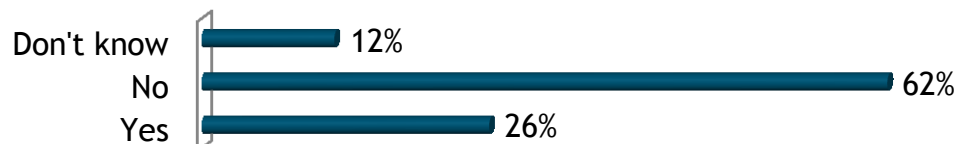


Care.data Polls

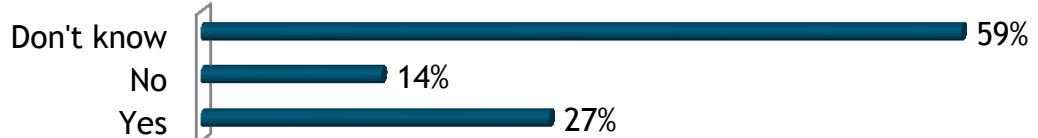
Healthwatch England had received concerns from local Healthwatch organisations that the information NHS England was distributing to all households about the sharing of patient data (Care.data) was not effective. A request went to local Healthwatch asking if they wished to be involved in finding out what people in their area were saying about the Care.data scheme. HWS put in place three simple on-line polls and encouraged as many local people as possible to answer three short questions about Care.data.

In less than a week, we had received over 40 responses showing that there was an issue with the Care.data information leaflet and policy. Respondents had also very kindly added a significant number of comments. As a result, we were invited with a small number of other local Healthwatch organisations to meet with the key staff involved in the project at NHS England's London office to influence a new way that this could be promoted nationally. NHS England, the Local Government Association, Healthwatch England and the Department of Health were all present at this meeting.

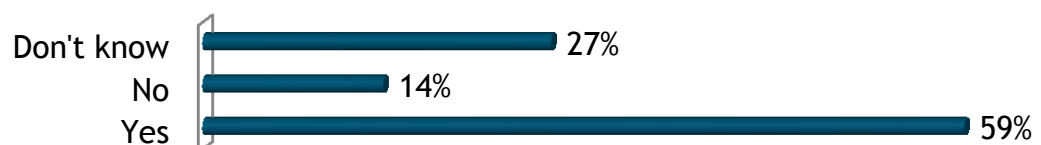
Have you received the NHS England Care Data leaflet?

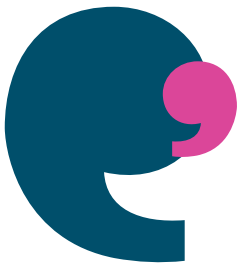


Did you understand the NHS England Care Data leaflet?



Are you going to opt out of sharing your data?





Our volunteers

This has been a busy year first year for HWS volunteers. We were very fortunate to have a group of 20 dedicated and skilled volunteers who transferred from Sutton LINK to Healthwatch.

Our volunteers bring with them a valuable range of experience and interests.

All are offered the opportunity to be involved with our projects at different times during the year. Volunteers undergo a programme of training to qualify as an 'authorised representative' of Healthwatch Sutton

Our team of 21 volunteers have undertaken a number of projects supporting different aspects of the work that we do including;

- Undertaking 'enter and view' visits
- Providing service user feedback
- Project support
- Office support
- Event support
- Representation and outreach support

Training & Support

All HWS volunteers receive regular training to support the work that they do.

Volunteers are also supported in the work that they do to ensure that their experience of volunteering is fulfilling. All volunteers are offered '1 to 1' support and regular group support meetings.

Safeguarding

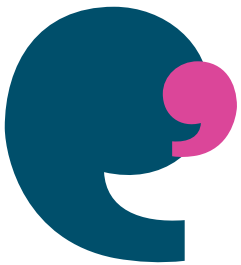
All volunteers are required to attend Adults at Risk Level 1 Safeguarding training.

Induction

An Introduction to Healthwatch Sutton was offered where volunteers were able to hear about the new organisation, including the role of Healthwatch, the services to be delivered by the partner organisations and the priorities for the forthcoming year.

Enter and View training

Healthwatch has statutory powers to 'enter and view' health and social care premises to see how the 'consumer' experiences the delivery of services at any given time. 16 volunteers undertook an 'in house' Healthwatch England recommended training session to ensure that when carrying out these visits to health and social care premises volunteers are aware of their remit, purpose, visit protocol and reporting requirements.



Volunteers work on what skills and qualities may be required when carrying out an 'enter and view' visit and how best to record objective observations, feedback and incorporate recommendations into their reports.



Dementia Awareness

2 interactive workshops were delivered by Tony Ward from Home Instead Senior Care. The sessions were a condensed version of the City and Guilds accredited training that the company provides for its care staff.

Community Awareness

Training on the issues that impact on people with sight impairment, this training was delivered by Sutton Vision.

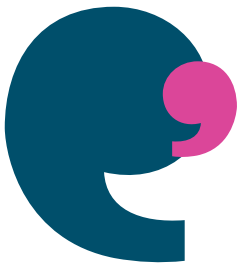
Valuing volunteers

In December 2013 Healthwatch Directors and volunteers took time out, at the Grange in Wallington, to enjoy a festive lunch. An opportunity for the 'team' that is Healthwatch, to celebrate together.

Volunteers commit to very many hours of unpaid work, without their contribution we could carry out the work that we do.

A huge thank you to all our directors and volunteers...we value and appreciate all that you contribute to HWS.

A list of our current enter and view authorised volunteers can be found on the website.



Volunteer Activities

These have included

- A group of volunteers met to “capture service users and carers views” on a range of patient information leaflets for Sutton and Merton Community services. Volunteers provided feedback from the patient perspective identifying user friendly language, layout, and ease of reading, content, accuracy and overall user experience.
- A visit to the NHS 111 Call Centre covering the Sutton area with report, feedback and recommendations.
- Joining Patient Led Assessment of the Care Environment (PLACE) inspection teams and fed back on their experiences to inform future work.
- Provided feedback at a “Listening Event” on Patient Experience and Complaints at St Helier Hospital.
- Provided user/patient input into the service specification and evaluation of tenders for a new ‘Out of Hours’ GP service
- Provided patient feedback as part of the review of the leaflet for the Jubilee Health Centre.

Enter and view visits

Springfield University Hospital

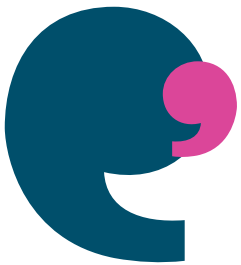
Taking forward outstanding action from an ‘enter and view’ visit, carried out by LINK, on Ward 3 (the inpatient mental health service for Sutton residents), volunteers returned to assess the outcomes of an agreed action plan for improvements to the patient experience.

We were pleased to report that the majority of the LINK recommendations had been either implemented or work towards them was in progress or ongoing.



“The Healthwatch Sutton feedback has proved very enlightening and has been fed back at both senior management and individual service meetings. It has demonstrated to staff that despite thinking we are communicating clearly in our literature, we have a lot of work to do!”

**Sutton and Merton
Community Services**



Jubilee Health Centre

11 volunteers carried out an ‘enter and view’ visit in November 2013 to assess the patient experience of using the new facilities provided. Volunteers were present in the building, for five hours, observing and recording patient experience. Each volunteer submitted a report, which included their observations, records of patient and staff feedback and their recommendations for any changes or improvements. These formed the basis of the final Healthwatch Sutton report.



Volunteers David Williams and Roy Bentley promote Healthwatch Sutton at the Sutton Older People’s event.

Discharge from hospital

HWS volunteers undertook the work for the hospital discharge project to collect the discharge experiences of a variety of patients and their carers. Volunteers made a number of visits to 5 wards at St Helier hospital approaching patients or carers to ask if they would be willing to participate in a telephone interview after discharge. This was followed up with volunteers carrying out the telephone interviews and recording data onto spreadsheets for evaluation.

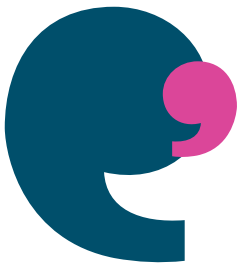


Volunteer Isabelle Harding helping with refreshments at the HWS AGM.



“Thank you for putting me forward for the PLACE monitoring I have really enjoyed the different experiences I’ve had over the last couple of months.

Healthwatch Sutton Volunteer



Patient Participation Group (Commissioned Work)

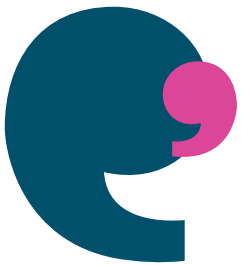
Between April 2013 to March 2014 HWS was commissioned, by the Sutton CCG, to provide a programme of support to help develop practice based Patient Participation Groups (PPG) in Sutton and to develop their engagement with the overarching borough wide Patient Reference Group (PRG) (where representatives from practices can feed in the views of patients into the CCG.) This work has included;

- **Promoting patient engagement and the opportunities for patients to influence decisions.** Staff and volunteers attended a range of meetings, carried out presentations at voluntary and community groups and were present at events to promote the opportunities available to local patients to influence decisions and commissioning priorities.
- **Encouraging and supporting the development of new and existing patient groups.** Over half of Suttons GP practices/PPGs were visited, to provide information, advice, guidance and examples of what patient groups can achieve.

- **Developed and delivered a ‘training’ programme for patient representatives.** Attendees were very positive with their feedback and felt it helped them with understanding the role and purpose of the PPGs and developing a sound understanding of the changing health structures including acronyms used in the health service.
- **Developing practice engagement with the Patient Reference Group.** Over 70% of Sutton’s practices are now represented on the Patient Reference Group and the group has developed to being ‘patient led’.

A measure of the success of the work undertaken is that Sutton CCG will further fund HWS to continue to develop patient engagement through practice based patient groups and provide further support to enable the PRG to fully influence the design delivery and implementation of commissioned services in Su





**Sutton Centre for
Independent Living
And Learning**
www.scill.org.uk

Information and Signposting

SCILL already had an established Community Information and Advice Service and the HWS service became an extension to this. We already had strong links with a large number of local organisations and were able to build on this by exploring opportunities to work on a larger scale with Health professionals.

Over the year we have been working on securing a new outreach location at St Helier Hospital to increase the capacity of the enquiries and reach a larger number of professionals and general public. We are anticipating having access to the Hospital Restaurant in May 2014 to achieve this goal.

Work has taken place this year to inform the local Pharmacists and Community Nurses of the service we have on offer and how easy this is to access for them and also their

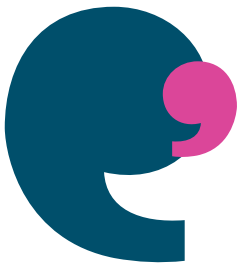
customers/patients. A total of 24 local Pharmacies were visited and 21 community Nurses learnt about our service. This work culminated in a formal presentation to all the Pharmacy Managers in March 2014 and reached a total of 18 professionals.

A talk was given to 30 members of the Memory Lane café which is a support group for people with Alzheimer's. This resulted in a discussion about hospital services amongst other topics. This was a joint talk with HWS and the Information Team.

The Sutton Friends Community Tea invited us to talk about HWS. There were 35 people all interested in the work and how they could be involved.

Three presentations were done to Local Area Committees. There were approximately 120 people in attendance.

**The SCILL
team have
attended 154
events**



The SCILL Information Team have signposted local residents to some of the following services:-

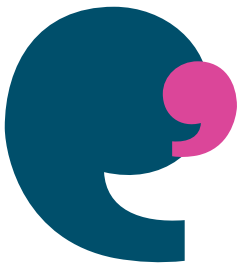
- Home visiting dental service
- IAPT services
- Age UK
- Alzheimers Society
- Transport services
- Citizen Advice Bureau for complaints service
- Stroke club drop in
- Foot care services
- Incontinent Service
- PALS
- Care agencies / care homes

Total number of enquiries relating to HWS this year
139

Total number of events where HWS have been publicised
154

Total number of people attending the events SCILL have promoted HWS at approximately 2000.





Complaints Advocacy

Sutton Borough Citizens Advice Bureaux (SBCABx) provides the complaints advocacy service for HWS.

The SBCABx complaints advocacy service is delivered by a small team of volunteer specialist advisers. The complaints advocacy volunteers, like all CABX advisers received full training in advice work and are supported by a very experienced supervisor.

The advisers support residents in the manner most appropriate to the individual client. Many clients are not certain of the outcome they want - some clients want to pursue a formal complaint while other clients simply want help to raise the issue with the service provider.

The SBCABx complaints and advocacy staff will talk with the client about their options and then provide any necessary support with their chosen option. The advisers use the CABX services up to date and comprehensive, online information resource to advise the clients.


The complaints and advocacy service benefits from SBCABx relationship with a local solicitor who obtains counsel's opinion on medical negligence claims. Over the year, 3 clients benefitted from this legal advice service. The barrister kindly provided a day's training in identifying medical negligence cases for our staff and volunteers.



In 2013/14, the SBCABx provided an independent, confidential, impartial and free service to 77 Sutton residents needing advice and support with complaints relating to health and social care services.



Case study



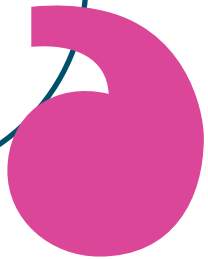
The client had severe mental health problems and was concerned that his social care support had diminished in quality over the last 12 months and that this was having a negative impact on his mental health.

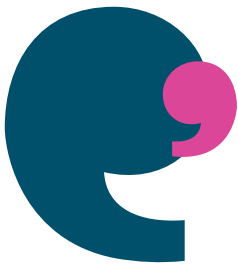
Healthwatch Sutton arranged an appointment for the client with the SBCABx complaints and advocacy services. The client told the adviser that his support worker did not respond to his phone calls (even when he left messages stating that his medication had stopped working and he had become suicidal) and that he did not have continuity of service, because the service was provided by multiple health professionals. The client also disclosed that the lack of support was causing him to become depressed, worsening his symptoms and increasing the frequency of his suicidal ideation.

The advisor gave the client the options of waiting to see if his overall situation improved after a scheduled psychiatric appointment, putting his concerns in a letter to the service provider with the assistance of Healthwatch or raising a formal complaint.

The client chose to have CAB raise his concerns in writing and within 2 weeks the service manager responded by changing his support worker and referring the client to the local mental health team.

The client was very satisfied with this outcome as his relationship with his support worker had become severely strained during their recent interactions.





Finance

Summary of Financial Information

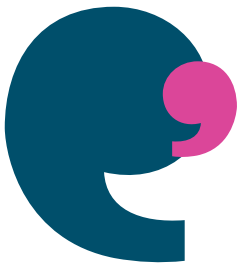
Income		
London Borough of Sutton	202,916	
Sutton Clinical Commissioning Group	19,700	
		222,616
Expenditure		
Grants		
SCILL	39,800	
CABx	40,000	
Staff costs	97,771	
Volunteer costs	701	
Property costs	7,192	
General operating costs	9,926	
Support costs	13,993	
Governance	2,980	
		<u>210,863</u>
Surplus / (deficit)		<u>10,253</u>

HWS is both a Limited Company by Guarantee and a Registered Charity. This requires us to comply with both company accounting and Charity Commission SORP needs.

The work of the HWS staff, its volunteers, including the unpaid Directors, has created a strong organisation that is Healthwatch Sutton today. Our funding has been initially agreed for of two years, and with

regular quarterly Performance Management reviews with the London Borough of Sutton, we have clearly demonstrated that the business case for awarding HWS the contract was fully justified.

Our staff costs are the major overhead, and will continue to be so. Nevertheless, the balance of the monies is put to excellent use, and with continuing good financial management, will further enhance the work and reputation of HWS.



Looking Forward 2014-15

The following areas of work have been agreed by the HWS Board. These areas of work have been selected from the prioritisation exercise held at the AGM and from the common themes that emerged when collecting the views from members and Sutton residents.

GP Access

We have devised a survey to find out people's experience of trying to access GP services in Sutton. We will collate the results and produce a report with recommendations. The report will be sent to all Local GP's and also be presented at the local Health and Wellbeing Board.

Children and Young People

We will be carrying out a consultation, investigating the issues/priorities for Children and Young people in Sutton. We plan on working with local Voluntary groups and the Youth Parliament. Once we have a list of their priorities we aim to focus on the top three.

Dementia/Carers

We collated the views of local people and we plan on working closely with both Sutton Carers Centre and The Alzheimer's Society to investigate further the needs of carers who are caring for people with Dementia.

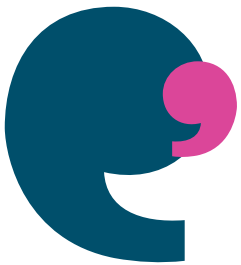
Local Service Changes

Sutton residents expressed serious concerns to the changes proposed in the Better Services Better Value (BSBV) review. The BSBV has now been replaced by the South West London Collaborative Commissioning. This group, made up of six South West London Clinical Commissioning Groups, will work together to implement a five year strategy for health care across south west London. HWS has representatives on the Patient and Public Engagement Steering Group (PPESG) and will ensure Sutton residents have a voice.

Mental Health

We collect views and experiences regularly; we are hoping to carry out a piece of work looking at the health and social care priorities for people with mental health issues.

We must also be able to react to new developments, so if there are any issues which arise that are likely to have a significant impact on the people in Sutton; the work plan will be amended accordingly.



Directors and Staff Team



**Ted Gates,
Honorary President**



**Doris Richards,
Chair**



**David Williams,
Vice Chair**



Derek Yeo



Hilary Smith



Shri Mehrotra



Sylvia Aslangul



**Joan Alexander
(resigned May 13)**



**Val Benn,
Vice Chair
(resigned Feb 14)**



**Wendy Ferrell,
Vice Chair
(resigned Feb 14)**



**Pete Flavell
Operations Manager**



**Pam Howe
Volunteer &
Engagement Officer**



**Sara Thomas
Communication &
Administration Officer**



Thank you to the
board of directors,
staff teams, members,
volunteers and
everyone who has
supported us
throughout the year.

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